Crum & Forster is a leading national property & casualty insurance company with a large, diversified specialty platform. With deep roots going back to 1822, we are proud of our history and excited about our future. Our most valuable asset is our staff – 2000+ employees, and growing, in locations throughout the United States – committed to delivering customized products with superior customer service. For more information about Crum & Forster, please visit our website: www.cfins.com.

As a Robotics Process Automation (RPA) Business Analyst, you will work closely with business process owners throughout Crum & Forster to learn their workflow procedures, mitigate redundancies and inefficiencies, and document step-by-step process strategies to be communicated to and automated by developers. The ideal candidate will communicate effectively with both business process owners and developers while continually looking for innovative ways to enhance existing workflow practices and output.

**Responsibilities:**

- Interview process owners / Subject Matter Experts (SME's) to gather business process details and identify solution requirements.
- Analyze and document business processes at a keystroke level (L4).
- Reduce or eliminate process redundancies and inefficiencies.
- Communicate process documentation and automation plan to developers.
- Demonstrate end-to-end process for developers as it is expected to be automated.
- Learn basic capabilities and limitations of robotics software tool, UiPath.
- Facilitate the design of automated process solutions (Robots) in accordance with standard design principles and conventions.
- Develop scalable and efficient process automation and reusable components that can be leveraged across like-minded processes.
- Conduct process testing, documentation, and troubleshooting.
- Manage maintenance of projects after deployment to production.

**Requirements:**

- Proficiency in Microsoft Office applications (Word, Excel, Outlook, Access).
- Strong verbal and written communication skills.
- Ability to comprehend, thoroughly document, and analyze complex business processes.
- Excellent, proactive problem solving skills.
- Knowledge of Property & Casualty Insurance and financial services.
- Experience with / exposure to Agile, JIRA and Confluence.
- Passion for technology.
• Willingness to assume ownership of business objectives.
• Ability to work effectively both independently and within a team.
• Bachelor’s degree preferred.
• Prior insurance knowledge.
• Experience in corporate environment.
• Any Internship and/or college projects associated with automation would be a plus.
• Will abide by departmental policies and procedures, including authority levels, to comply with C&F’s risk management controls.

Email Resume to Robert.Burke@cfins.com and indicate Business Analyst Alpert in the subject line.

EOE

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